# Appendix C, Pricing Index

| MFG Part # | Discount Range % off MSRP |
|---|---|
| **Projectors** | |
| 3M Projectors | 19.47-54.79% |
| 3M Projector Accessories | 12.64-77.89% |
| | |
| Canon Projectors | 26.55-43.41% |
| Canon Projector Accessories | 33.91-37.63% |
| | |
| Epson Projectors | 9.35-49.18% |
| Epson Projector Accessories | 19.88-21.58% |
| | |
| Infocus Projectors | 31.07-76.40% |
| Infocus Projector Accessories | 8.78-59.82% |
| | |
| Mitsubishi Projectors | 2.74-74.11% |
| Mitsubishi Projector Accessories | 8.23-53.13% |
| | |
| NEC Projectors | 30.64-65.38% |
| NEC Projector Accessories | 12.83-68.68% |
| | |
| Panasonic Projectors | 14.60-55.08% |
| Panasonic Projector Accessories | 18-30.88% |
| | |
| Planar Projectors | 8.51-13.09% |
| Planar Projector Accessories | 8.07-10.56% |
| | |
| Proxima Projectors | 50.09-69.49% |
| | |
| Sharp Projectors | 12.17-26.25% |
| Sharp Projector Accessories | 1.41-40.75% |
| | |
| Sony Projectors | 37.07-45.74% |
| Sony Projector Accessories | 16.71-21.55% |
| | |
| Toshiba Projectors | 10.86-20.28% |
| Toshiba Projector Accessories | 21.47-60.95% |
| | |
| Viewsonic Projectors | 23.93-39.05% |
| Viewsonic Projector Accessories | 16.95-54.04% |
| | |
| Projector Accessories | 19.33-53.46% |
| | |
| **Digital Cameras** | |
| Canon Digital Cameras | 7.62-11.11% |
| Canon Digital Camera Accessories | 0-49.22% |
| | |
| D-Link Digital Cameras | 23.10-27.03% |
| | |
| Fuji Film Digital Cameras | 0-54.41% |
| Fuji Film Innovations Digital Camera A | 20.01-57.82% |
| | |
| Kodak Digital Cameras | 13.86-14.89% |
| | |
| Logitech Digital Cameras | 0-31.67% |
| | |
| Micro Innovations Digital Cameras | 0-57.75% |
| Micro Innovations Digital Camera Acc | 0-48.31% |
| | |
| Nikon Digital Cameras | 14.18-33.33% |
| Nikon Digital Camera Accessories | 14.87-58.96% |
| | |
| Samsung Digital Cameras | 15.78-42.03% |

| | |
|---|---|
| Samsung Digital Camera Accessories | 10% |
| Digital Cameras Accessories | 3.01-78.67% |

| **Scanners** | |
|---|---|
| Canon Scanners | 30.86-47.07% |
| Canon Scanner Accessories | 29.86-58.81% |
| Epson Scanners | 11.90-20.79% |
| Epson Scanner Accessories | 8.51-28% |
| Fujitsu Scanners | 15.45-37.04% |
| Fujitsu Scanner Accessories | 17.33-42.89% |
| Nikon Scanners | 10.68-15.42% |
| Nikon Scanner Accessories | 13.76-15.31% |
| Panasonic Scanners | 34.91-42.71% |
| Panasonic Scanner Accessories | 28.79-40.77% |
| Visioneer Scanners | 12.76-37.32% |
| Visioneer Scanner Accessories | 21.64-32.10% |

| **PDA** | |
|---|---|
| Palm One PDA | 12.55-30.11% |
| PDA Accessories | 0-78.48% |

| **Power Protection** | |
|---|---|
| American Battery Power Protection | 9.8-42.26% |
| APC Power Protection | 0-75.87% |
| Acovent Power Protection | 10.43-45.21% |
| Belkin Power Protection | 0.66-76.52% |
| Cables To Go Power Protection | 20.25-52.06% |
| Eaton Power Protection | 32.69-47.31% |
| Fellowes Power Protection | 25.70-55.70% |
| Kinsington Power Protection | 27.70-71.98% |
| Micro Innovation Power Protection | 0.00-52.05% |
| Tripp Lite Power Protection | 5.18-65.72% |

| **Monitors** | |
|---|---|
| 3M Monitors/LCDs/Plasmas | 13.82-38.83% |
| 3M Accessories | 42.37-50.87% |
| Acer Monitors/LCDs/Plasmas | 4.40-9.63% |
| CTX Monitors/LCDs/Plasmas | 10.10-53.73% |
| LG Monitors/LCDs/Plasmas | 0.00-76.64% |
| LG Accessories | 15.55-65.20% |
| Mitsubishi Monitors/LCDs/Plasmas | 26.46-63.19% |
| NEC Monitors/LCDs/Plasmas | 0.00-48.32% |
| NEC Accessories | 14.00-38.70% |

| | |
|---|---|
| Panasonic Monitors/LCDs/Plasmas | 30.10-37.14% |
| Planar Monitors/LCDs/Plasmas | 6.93-23.42% |
| Planar Accessories | 4.78-22.92% |
| Polaroid Monitors/LCDs/Plasmas | 14.08-31.33% |
| Samsung Monitors/LCDs/Plasmas | 22.87-43% |
| Sony Monitors/LCDs/Plasmas | 0.00-56.97% |
| Sony Accessories | 17.11-26.39% |
| Viewsonic Monitors/LCDs/Plasmas | 0.00-60.42% |
| Viewsonic Accessories | 17.20-47.44% |
| Monitor Accessories | 0.00-66.42% |

| Other Computer Peripherals | Cost+ARC Mark up |
|---|---|
| 3Com | 3.5% |
| American Power Conversion | 3.5% |
| Avocent | 3.5% |
| Belkin | 3.5% |
| Cables To Go | 3.5% |
| D-Link | 3.5% |
| Fellowes | 3.5% |
| Infocus | 3.5% |
| IOGear | 3.5% |
| Micro Innovations | 3.5% |
| StarTech | 3.5% |
| Tripplite | 3.5% |
| BusLink | 3.5% |
| Crucial Storage | 3.5% |
| Edge Tech Corp. | 3.5% |
| Fuji Photo Film | 3.5% |
| Imation Storage | 3.5% |
| IOGear Storage | 3.5% |
| Kingston | 3.5% |
| Maxtor Storage | 3.5% |
| PNY | 3.5% |
| SanDisk | 3.5% |
| Seagate | 3.5% |

| | |
|---|---|
| SmartDisk | 3.5% |
| Sony | 3.5% |
| Western Digital | 3.5% |
| 3COM Input Devices | 3.5% |
| 3M Input Devices | 3.5% |
| APC Input Devices | 3.5% |
| Avocent Input Devices | 3.5% |
| Belkin Input Devices | 3.5% |
| BusLink Input Devices | 3.5% |
| Cables To Go Input Devices | 3.5% |
| D-Link Input Devices | 3.5% |
| Fellowes Input Devices | 3.5% |
| IOGear Input Devices | 3.5% |
| Kensington Input Devices | 3.5% |
| Logitech Input Devices | 3.5% |
| Micro Innovations Input Devices | 3.5% |
| NetGear Input Devices | 3.5% |
| StarTech Input Devices | 3.5% |
| Targus Input Devices | 3.5% |
| Tripp Lite Input Devices | 3.5% |
| 3Com Cards | 3.5% |
| Cables To Go Cards | 3.5% |
| D-Link Cards | 3.5% |
| Kingston Cards | 3.5% |
| NetGear Cards | 3.5% |
| PNY Cards | 3.5% |
| StarTech Cards | 3.5% |

**Value Added Services**

| | Discount Range % off MSRP | |
|---|---|---|
| Services Offered Per Manufacturer Name Brand | | |
| | | |
| Product Installation/Set-Up | 20% | |

Upon purchase of hardware components and/or peripherals including ARC product installation set-up services, an ARC representative will contact the customer to schedule a time for the product installation.

The customer will be allowed one product installation set-up reschedule. If a second product installation reschedule is required then an additional rescheduling fee will be required; as indicated in the product installation/set-up pricing section listed below.  Installation dates will be scheduled between 8am-5pm CST Monday thru Friday excluding federal and state holidays.

The products that the customer purchases will be shipped to the customers location.

ARC technicians and/or representatives (ARC Techs) will go to the customer's location on the pre-defined scheduled date and inspect the hardware and/or peripherals for shipping damage, unpack the items and discard the shipping material utilizing the disposal facilities at the local site.

ARC Techs will validate the serial number/service tag of the hardware versus the packing slip.

ARC Techs will move all new hardware and/or peripheral equipment to the defined end-user work space.

ARC Techs will power down the primary system that the new peripherals are to be attached to.  Plug in all applicable power cables, data cables and/or network cables into certified power sources and data source jacks and/or network jacks.

ARC Techs will boot up the system, verify the new components on the system within Windows control panel or equivalent if running an operating system other then Windows.  Load components drivers and/or applicable software in order for the new component peripheral to function properly.

ARC Techs will also test functionality as defined by ARC and ensure that the work space is left in a clean and orderly state.

| Product Warranty Maintenance and Support | | |
|---|---|---|

ARC will provide a dedicated 800 support number for customers to call into for support/maintenance requests regarding hardware and/or peripheral components purchased under DIR contract SDD-TMP-092. The support line will be available from 8am – 5pm CST Monday thru Friday.

Initial diagnosis or front line support of the issue encountered by the customer will be made over the phone with an ARC technical representative. The customer must have access to the system where the hardware component and/or peripheral component is installed and/or attached to when calling in for support.

In order to properly diagnose and resolve the customer's issue, ARC will provide a secure remote web connection with the system in question that has the malfunctioning hardware component and/or peripheral via Microsoft Live Meeting. If the component and/or peripheral in question is not connected directly to a computer system with internet access then the ARC technician will troubleshoot the issue soley over the phone.

If it is determined that the hardware needs to be replaced, the faulty components must be shipped to the return address along with the appropriate RMA document that ARC provides to the customer. Parts will only be replaced at no cost to the customer based upon the manufacturer's warranty. The customer must provide ARC with a shipment tracking number. Once the customer receives the replacement part, the customer will need to schedule an installation date for an ARC Tech via the ARC 800 number. Installation dates will be scheduled between 8am-5pm CST Monday thru Friday excluding federal and state holidays.

| Product Warranty Maintenance and Support: PRICING | | |
| --- | --- | --- |
| Phone Support | $60.00 per incident | Billed only per incident not each phone call regarding the same incident |
| Labor Rate for On-Site Installation/Set-Up, within 50 mile radius of major metropolitain area (Austin, Dallas, Fort Worth, Houston and San Antonio ) | $90.00 per hour | 2hr minimum |
| Labor Rate for On-Site Installation/Set-Up, outside of 50 mile radius of major metropolitian area | $120.00 per hour | 2hr minimum |

| | | |
|---|---|---|
| Labor Rate for Out of Warranty | $120.00 per hour | 2 hour minimum / Materials costs are separate and will vary |
| Rescheduling Fee | $150 | Applies to Second Reschedule |
| | | |
| | | |
| Product Training | 20% off MSRP | |

ARC will provide product training that includes basic setup and features usage of the requested peripheral and/or hardware component.

ARC product training will be provided on-site at the customer's location and will be scheduled during the hours of 8am - 5pm CST Monday thru Friday excluding state and federal holidays.

Training must be scheduled at least 10 business days in advance. The customer will be allowed one product training reschedule. If a second product training reschedule is required then an additional rescheduling fee will be required; as indicated in the product training pricing section listed below.

The customer must provide access to facilities that will accommodate the number of students in the class as well as necessary internet access and/or computer stations to facilitate the learning objectives.